

Step 6: Determine Fix Solutions for Non-Compliant Elements

Objectives

In **Step 6** you will:

- List all elements from **Step 4**, which were assessed *as non-compliant*.
- Determine and record the fix solution.
- Record all actions that must be taken to monitor or complete the fix.

Overview

Look at the **Assessment Worksheets** from **Step 4**. Those elements that are not compliant will have been checked *No* under *Year 2000 Compliant*. These are the elements that must be *fixed*.

Make a Fix Solution Plan



Refer to **Table 6-1: Year 2000 Fix and Repair Sample Worksheet** on **page 6-2** as an aid to build and document your *fix* solution plans and schedules. This table was constructed using the example elements presented in the sample **Assessment Worksheets** in **Step 4** on **pages 4-6, 4-9, 4-12, and 4-15**.

Remember that the fix solution is for those elements that you can either modify or repair yourself, or those that a repair technician will be able to fix for you. Another solution is replacement of your old equipment with newer Year 2000 compliant equipment.

In this step, you will use your elements from your **Assessment Worksheets** in **Step 4** on **pages 4-7, 4-10, 4-13, and 4-16** that were assessed as non-compliant. It is not necessary that the elements be listed by **critical functions** since elements that are not compliant may overlap different business functions. For instance, in our example, *power source* is an element that supports payroll and heat and air conditioning. The element fix will be the same regardless of what critical function it supports. Therefore, you'll list the element—such as *power source*—**only once**, and the fix will repair all critical business functions, which the element serves.



Now, you'll determine a fix for each element that was assessed as *not compliant*. In the **Year 2000 Fix and Repair Worksheet** on **page 6-3**, fill in each column, using the comment column to document what you have decided, what you have done, and what you still need to do.

Table 6-1: Year 2000 Fix and Repair Sample Worksheet

Element	Describe Fix / Repair or Replacement	Manufacturer/Service Provider/Phone Number	Estimated Cost	Estimated Completion Date	Comments
Personal Computer	Action 1: Update BIOS.	Action 1: From Manufacturer.	Action 1: No Cost.	Action 1: Completed not later than September 9, 1999.	Action 1: BIOS Fix to be downloaded from web site and installed not later than September 9, 1999.
	Action 2: Purchase(07)new PCs	Action 2: PutemTogether Quick Computer Company 910-555-1234	Action 2: \$1800.00/each \$12,600.00 Total	Action 2: November 30, 1999	Action 2: Manufacturer said if ordered not later than November 01,1999, will ship within 30 days. Not later than December 10, 1999, Johnny Tech computer shop personnel will complete setup. If both Actions fail, will have to revert to workaround until 1 or 2 completed.
Home-Grown With-Holding Reporting Software	Action 1: In-house programming staff will modify and test.	N/A	Action 1: 12 Person Weeks.	Action 1: Reintroduced production not later than August 30,1999.	Action 1: Must monitor progress. If not completed by August 30, 1999 will have to move to Action 2.
	Action 2: Purchase replacement and provide training to staff for new package.		Action 2: \$3000.00	Action 2: RFP released not later than September 15, 1999.	Action 2. Which must be completed not later than October 30, 1999. Training must commence not later than October 30, 1999. If both fail, workaround must be instituted.
Fuel Source (Natural Gas)	Research possibility of another Gas Company. Possible to change under de-regulation.	Unknown	Unknown	Must have completed not later than December 01, 1999	Assign research to staff. Monitor progress weekly. Make decision to change, if possible and makes sense, not later than November 1, 1999.
Payroll Application Program	We Program Company, the provider of the software has promised Year 2000 compliant version not later than August 30, 1999.	We Program Company 910-555-1622	New Version cost \$65.00	August 30, 1999	Call company July 1, 1999, to determine progress. Call every two weeks after that. If not compliant by January 1, 2000 will have to rely on workaround.

Year 2000 Fix and Repair Worksheet

Directions: Use this worksheet to create and document your fix and repair solutions to your non-Year 2000 compliant critical function elements. Fill in your elements from the **Assessment Worksheets** in **Step 4** on **pages 4-7, 4-10, 4-13, and 4-16** that were assessed as non-compliant and develop fix, repair, and / or replace solutions.

Element	Describe Fix / Repair or Replacement	Manufacturer/Service Provider/Phone Number	Estimated Cost	Estimated Completion Date	Comments

Fix and Repair Worksheet (continued)

Element	Describe Fix / Repair or Replacement	Manufacturer/Service Provider/Phone Number	Estimated Cost	Estimated Completion Date	Comments